



For more information contact us



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Find out more and check out lots more learning at

civilservice.gov.uk/learning

Civil Service Learning our pick of the best

We are often asked what our most highly recommended learning products are. So we've pulled them together for you in this leaflet – our best learning across a range of useful topics.

Just log on to Civil Service Learning and use the search box to find the relevant learning:

civilservice.gov.uk/learning



CSLAug2015

Essential skills

Communicating with customers Develop your communication skills in writing, on the phone and in person (for AA-SEO)		Free
<u>Good complaint handling</u> Handle complaints positively and effectively		Free
Drafting complex documents Plan and co-ordinate clear, well-structured documents – 1 day	ÅÅ	£97
Working with ministers - a practical handbook on advising, briefing & drafting		Free

Work successfully with ministers

Government priorities

Managing contractors Get to grips with the principles of managing suppliers – 1 day	**	272	
Running small projects Effectively lead and deliver smaller projects – 1 day	**	2157	
Unconscious bias Practice techniques to overcome bias and be more inclusive – half day	**	79	
Internet tools for civil servants Use internet tools to develop your digital skills and productivity		ree	
Economics for policy advisors Understand the economic impact of your policy area (for grades 6&7) - 3 days	åå f	808	
Type of learning:	Reading		E-learning

Leadership and management

Communicating with confidence – managers' toolkit Improve your confidence when engaging with colleagues	Free
Change leaders Inspire and engage others when leading change (for grades 6&7 to SCS) – 1 day	£289
Constructive conversationsAddress performance issues positively and successfully (for EO to SEO) – 1 day	£146
Neuroscience of leadership - masterclassGet the most from your brain to perform at your best (for grade 7 to SCS) – 1 day	£162
Leading with impact Leadership development programme for SEOs – 5 days over 4 months	£1,693
Leading with purpose Leadership development programme for grades 6&7 – 9 days over 9 months	£3,215

